AMENDMENT TO THE CLAIMS:

Please amend the claims as indicated in the attached listing of claims. This listing of claims will replace all prior versions and listings of claims.

1.   (Currently Amended) A method of assessing a culture of an organization for making improvements thereon, comprising the steps of:

collecting responses from members of the organization; and performing an assessment process including:

compiling the responses into a data format,

sorting the compiled responses to identify [[a]] at least one theme based on the ~~response~~ responses having a ~~highest~~ high frequency of occurrence,

generating a report based on the identified at least one theme,

automatically selecting a first action corresponding to the identified at least one theme in reply to receiving the report,

collecting responses from members of the organization reflecting a performance of implementing the first action in the organization, and

sorting the collected responses to identify an effect of the implemented first action on the organization based on the responses having a ~~highest~~ high frequency of occurrence.

2.   (Previously Presented) The method of claim 1, wherein the step of collecting responses further includes:

receiving data responses reflecting at least one individual interview session with at least one of the members;

receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

receiving data responses associated with at least one physical walk around session with at least one of the members.

3.   (Previously Presented) The method of claim 1, wherein the step of compiling the responses includes:

separating the collected responses into groups.

4.   (Previously Presented) The method of claim 1, wherein generating the report includes:

identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the theme.

5.   (Previously Presented) The method of claim 1, wherein selecting the first action includes:

generating content on a Web page associated with the organization, that is accessible by a first set and a second set of members of the organization.

6.   (Previously Presented) The method of claim 1, wherein the responses include data values associated with sets of quantitative questions and the method further includes:

determining an average data value for a first set of quantitative questions

determining an average data value for a second set of quantitative questions; and

picking a theme based on the higher average data value.

7.   (Previously Presented) The method of claim 6, wherein performing the assessment process includes:

separating the collected responses into sets of responses; and

identifying a theme for each set of responses based on a frequency of occurrences of information included in each set of responses.

8.   (Previously Presented) The method of claim 7, further comprising the step of:

identifying a theme for each set of responses based on responses to a set of qualitative questions.

9.   (Currently Amended) A system for assessing a culture of an organization for making improvements thereon, comprising:

means for collecting responses from members of the organization; and means for performing an assessment process including:

means for compiling the responses into a data format,

means for identifying [[a]] at least one theme based on the compiled responses,

the identified at least one theme based on responses repeated throughout the data set,

means for generating a report based on the identified at least one theme,

means for automatically selecting an action corresponding to the identified at least one theme in reply to receiving the report,

means for collecting responses reflecting a performance of implementing the action in the organization,

means for identifying an effect of the implemented action on the organization based on the collected response having a highest frequency of occurrence.

10.   (Previously Presented) The system of claim 9, wherein the means for collecting responses further includes:

means for receiving data responses reflecting at least one individual interview session with at least one of the members;

means for receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

means for receiving data responses associated with at least one physical walk around interview session with at least one of the members.

11.   (Original) The system of claim 9, wherein the means for compiling the responses includes:

means for separating the collected responses into groups.

12.   (Previously Presented) The system of claim 9, wherein the means for generating the report further includes:

means for identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the theme.

13-15. Canceled.

16.   (Previously Presented) A computer readable medium including instructions executed by a computer to perform a method for assessing the culture of an organization, the method comprising:

collecting responses from members of the organization; and performing an assessment process including:

compiling the responses into a data format,

identifying a theme based on the compiled responses, the identified theme based on the response having a highest frequency of occurrence,

generating a report based on the identified theme,

automatically selecting an action corresponding to the identified theme in reply to receiving the report,

collecting responses reflecting a performance of implementing the action in the organization,

identifying an effect of the implemented action on the organization based on responses repeated throughout the collected responses.

17. (Previously Presented) The medium of claim 16, wherein the instructions for collecting responses further includes:

receiving data responses reflecting at least one individual interview session with at least one of the members;

receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

receiving data responses reflecting at least one walk around interview session with at least one of the members.

18. (Previously Presented) The medium of claim 16, wherein the instructions for compiling the responses includes:

separating the collected responses into groups.

19. (Previously Presented) The medium of claim 16, wherein generating the report further includes:

identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the theme.

20-22. Canceled.

23.　(Previously Presented) An expert system comprising:

a computer configured to collect responses from members of an organization;

and to perform an automated assessment process including:

compiling the responses into a data format,

identifying a theme based on the compiled responses, the identified theme based on responses repeated throughout the data set,

generating a report based on the identified theme,

selecting by the computer an action corresponding to the identified theme in reply to receiving the report,

collecting responses reflecting a performance of implementing the action in the organization,

Identifying an effect of the implemented action on the organization based on responses repeated throughout the collected responses.

24.　(Previously Presented) The expert system of claim 23, wherein the instructions for collecting responses further includes:

receiving data responses reflecting at least one individual interview session with at least one of the members;

receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

receiving data responses reflecting at least one walk around interview session with at least one of the members.

25. (Previously Presented) The expert system of claim 23, wherein the instructions for compiling the responses includes:

separating the collected responses into groups.

26. (Previously Presented) The expert system of claim 23, wherein the instruction for identifying themes or issues further includes:

identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the theme.

27-36. Canceled.

37. (Previously Presented) A method of assessing a culture of an organization for making improvements thereon, comprising the steps of:

collecting responses from members of the organization; and performing an assessment process including:

receiving data responses reflecting at least one individual interview session with at least one of the members;

receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

receiving data responses associated with at least one physical walk around session with at least one of the members;

compiling the responses to identify responses regarding communication

problems between employees and managers of the organization; and

assessing in a computer the culture of the organization based on the compiled

responses, by:

identifying as a theme the identified communication problems

between employees and managers of the organization,

utilizing a computer to select a first action corresponding to the

identified theme,

providing content on a Web page associated with the organization

accessible by both the employees and managers of the organization,

collecting feedback data associated with an implementation of the

first action on the organization; and

selecting, based on the feedback data having a highest frequency

of occurrence, a second action to implement on the organization.

38.   Canceled.

39.   (Currently Amended) A ~~method of~~ system for assessing a culture of an

organization for making improvements thereon, comprising:

means for collecting responses from members of the organization; and means for

performing an assessment process including:

means for receiving data responses reflecting at least one individual

interview session with at least one of the members;

means for receiving data responses reflecting at least one focus group

meeting associated with at least one of the members; and

means for receiving data responses associated with at least one

physical walk around interview session with at least one of the members;

means for compiling the responses to identify responses on

communication problems between employees and managers of the

organization; and

means for assessing in a computer the culture of the organization based on the

compiled responses, by:

means for identifying as a theme the identified communication

problems between employees and managers of the organization,

means for automatically selecting an action corresponding to the

identified theme

means for collecting data reflecting a performance of implementing the

action in the organization,

means for identifying an effect of the implemented action on the

organization based on the collected data.

40.   Canceled.

41.   (Previously Presented) The method of claim 5, wherein the first set of

members are employees of the organization and the second set of members include

managers of the organization.

42.   (Previously Presented) The method of claim 1, including analyzing the collected data to select a second action to implement in the organization based on the effect of the implemented first action.